



# MONTHLY NOVEMBER 2005 UPDATE

## ◆ MDOD Creates Performance Measures for Tracking Services

In collaboration with other state agencies, the Maryland Department of Disabilities has developed an initial set of interagency performance measures to evaluate services provided to individuals with disabilities. MDOD for the first time will include data on these measures as part of its submission for the State's 2007 Managing for Results (MFR) report, which is part of the Governor's Budget.

Reporting interagency performance measures in MDOD's MFR submission is a critical first step in promoting accountability for state agencies that provide services to individuals with disabilities. The report will present baseline data for program outcomes and other quantifiable data for Fiscal Years 2004 and 2005 and estimates for Fiscal Years 2006 and 2007. In coming years, these estimates will be compared against actual performance to determine levels of success of various programs.

Performance measures are related to service areas identified in MDOD's enabling legislation and the State Disabilities Plan, including community integration services, transportation services, training and employment services, and technology and accessible communities. The MFR will provide a method for tracking Maryland's progress in achieving goals such as:

- ◆ Increasing the proportion of individuals with disabilities receiving state services in community alternatives instead of nursing facilities and other state facilities;
- ◆ Improving the level of service provided to paratransit customers;
- ◆ Increasing the extent to which people with disabilities receive training services in integrated settings and then achieve successful integrated employment;
- ◆ Improving physical access at state facilities for people with disabilities through MDOD's Access Maryland Program, and;
- ◆ Expanding the number of individuals with disabilities who purchase assistive technology through MDOD's Assistive Technology Guaranteed Loan Program.

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◆ Empowering People ◆

## EEOC Report Highlights Maryland's Efforts to Employ People with Disabilities

The U.S. Equal Employment Opportunity Commission (EEOC) has released a comprehensive report on the efforts of Maryland and eight other states to employ more people with disabilities in government jobs.

The study credits Maryland Governor Robert L. Ehrlich, Jr., for implementing numerous best practices on behalf of individuals with disabilities.

**"In Maryland," said Governor Ehrlich, "people with disabilities have demonstrated that given the right training, accommodation and opportunity, successful employment in competitive jobs can be achieved."**

Maryland is cited in the report for best practices related to recruiting and hiring people with disabilities for state jobs; providing reasonable accommodations for applicants and employees with disabilities;

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## ◆ **EEOC** *(continued from front)*

retaining and advancing individuals with disabilities within state government; and employing people with disabilities more generally in both public and private-sector jobs.

EEOC's *Final Report on Best Practices for the Employment of People with Disabilities in State Government*, released in October, contains findings from the agency's "States' Best Practices Project" launched in December 2002 – one of many Commission activities under President George W. Bush's New Freedom Initiative to integrate people with disabilities into all aspects of the nation's social and economic life.

The EEOC is offering free, informal technical assistance to states to enhance voluntary compliance with the Americans with Disabilities Act (ADA). The EEOC enforces Title I of the ADA, which prohibits employment discrimination against people with disabilities in the private sector and state and local governments; the Rehabilitation Act's prohibitions against disability discrimination in the federal government; and other federal laws prohibiting employment discrimination. For more information about the agency or to review the *Final Report on Best Practices*, visit [www.eeoc.gov](http://www.eeoc.gov).

## ◆ **Performance Measures** *(continued from front)*

MDOD policy staff has met with more than 100 statewide organizations representing people with disabilities and advocacy groups, in addition to governmental leadership, to identify issues considered most critical to the disability community. From these meetings, an initial set of goals, outcomes and performance measures were derived.

MDOD is collaborating with numerous state agencies in developing performance measures, including: the Department of Health and Mental Hygiene (Medicaid, Developmental Disabilities Administration and Mental Hygiene Administration); the Department of Transportation (Maryland Transportation Administration); the Maryland State Department of Education (Division of Rehabilitation Services), Department of Labor, Licensing, and Regulation (Division of Workforce Development, Maryland Workforce Exchange).

In addition to tracking program outcomes such as on-time performance of transportation services, MDOD policy staff will collaborate with the Maryland Commission on Disabilities to continue to elicit input from people with disabilities. The Department is working on developing and utilizing consumer satisfaction measures as a key element in measuring the success of state services.

For more information regarding the MFR report, call the Maryland Department of Disabilities at 410-767-3660 voice/tty or 1-800-637-4113 voice/tty. The MFR report will be available through the 2007 state budget when released in January 2006.

## ◆ **Governor Ehrlich Receives National Honor for Commitment to Disability Community**

**Governor Robert L. Ehrlich, Jr.**, received the national "Secretary's Highest Recognition Award" from the U.S. Department of Health & Human Services for his commitment to empowering Maryland's disability community. Governor Ehrlich earned the award for establishing the nation's first Cabinet-level Department of Disabilities and for elevating issues concerning individuals with disabilities to a Cabinet-level priority.

"I am honored to receive this important award," said **Governor Ehrlich**, at an awards ceremony in Washington, D.C., on Oct. 26, 2005. "I established the Department of Disabilities to give individuals with disabilities a voice at the highest levels of state Government and to help them reach their personal and professional goals. We've made tremendous progress to date, and I look forward to working with Maryland's disability community toward even greater successes in the years to come."

This award marks the third time in the past six months that **Governor Ehrlich** has been recognized nationally for his contributions in this arena. In June, Governor Ehrlich was named the "Governor of the Year" for 2004 by the National Multiple Sclerosis Society (NMSS) Board of Directors in Washington, D.C. He also received one of the first-ever "Freedom to Compete Awards" from the U.S. Equal Employment Opportunity Commission (EEOC) recognizing initiatives that promote fair and open competition in the workplace for people with disabilities.

During HHS's "Celebrating Persons with Disabilities" event, the Department presented the Secretary's Highest Recognition Award to seven honorees for advancing the goals of the Americans with Disabilities Act and the New Freedom Initiative, which strive to eliminate barriers that keep people with disabilities from participating fully in community life.

"This celebration reminds America that disability does not mean inability," said HHS Office on Disability Director **Margaret J. Giannini, M.D.**, who organized the event. "The honorees today are helping 54 million people with disabilities live the goals of President Bush's New Freedom Initiative. We salute them."

For more information on HHS's Office on Disability and the HHS awards ceremony, visit [www.hhs.gov](http://www.hhs.gov).



Governor Ehrlich with Claude A. Allen, Assistant to the President for Domestic Policy, at the HHS awards ceremony.